

Comparative Facilities- HCAHPS

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
330013	ALBANY MEDICAL CENTER HOSPITAL	43 NEW SCOTLAND AVENUE
330003	ALBANY MEMORIAL HOSPITAL	600 NORTHERN BOULEVARD
330094	COLUMBIA MEMORIAL HOSPITAL	71 PROSPECT AVENUE
330153	ELLIS HOSPITAL	1101 NOTT STREET
330191	GLENS FALLS HOSPITAL	100 PARK STREET
330180	SAMARITAN HOSPITAL	2215 BURDETT AVENUE
330222	SARATOGA HOSPITAL	211 CHURCH STREET
330232	SETON HEALTH SYSTEM-ST MARY'S CAMPUS	1300 MASSACHUSETTS AVENUE
330057	ST PETER'S HOSPITAL	315 SOUTH MANNING BOULEVARD

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Address 2	Address 3	City	State
		ALBANY	NY
		ALBANY	NY
		HUDSON	NY
		SCHENECTADY	NY
		GLENS FALLS	NY
		TROY	NY
		SARATOGA SPRINGS	NY
		TROY	NY
		ALBANY	NY

Comparative Facilities- HCAHPS

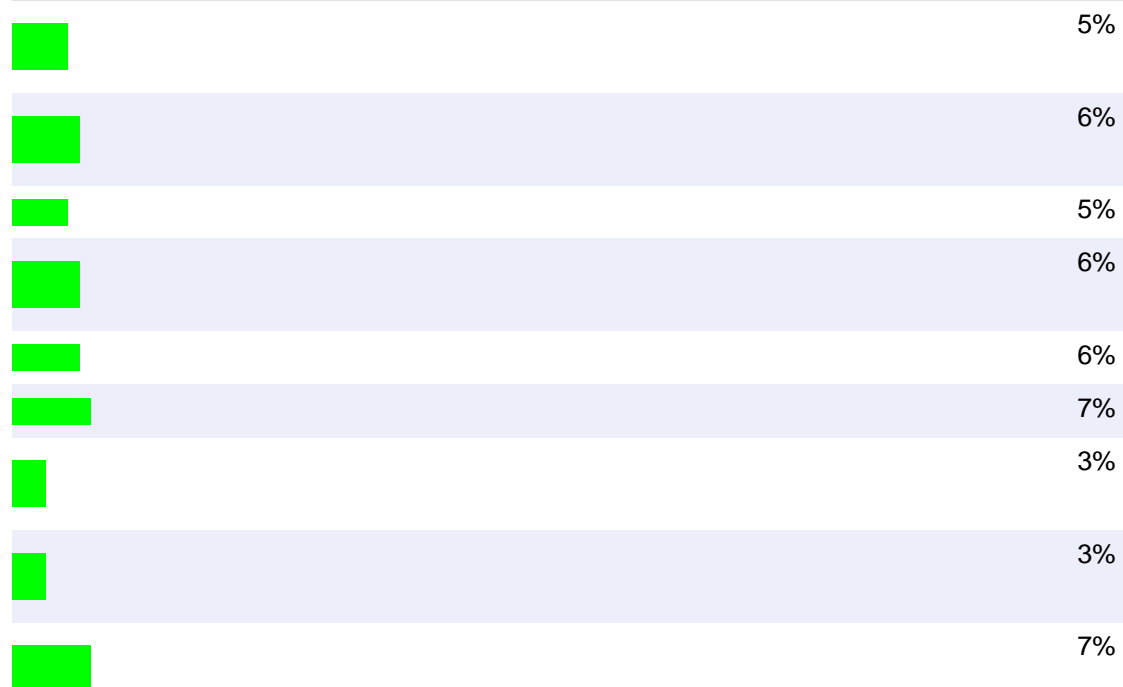
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ZIP Code	County Name	Phone Number
12208	ALBANY	5182623125
12204	ALBANY	5184713221
12534	COLUMBIA	5188287601
12308	SCHENECTADY	5182434196
12801	WARREN	5189261000
12180	RENSSELAER	5182713225
12866	SARATOGA	5185873222
12180	RENSSELAER	5182725000
12208	ALBANY	5185251550

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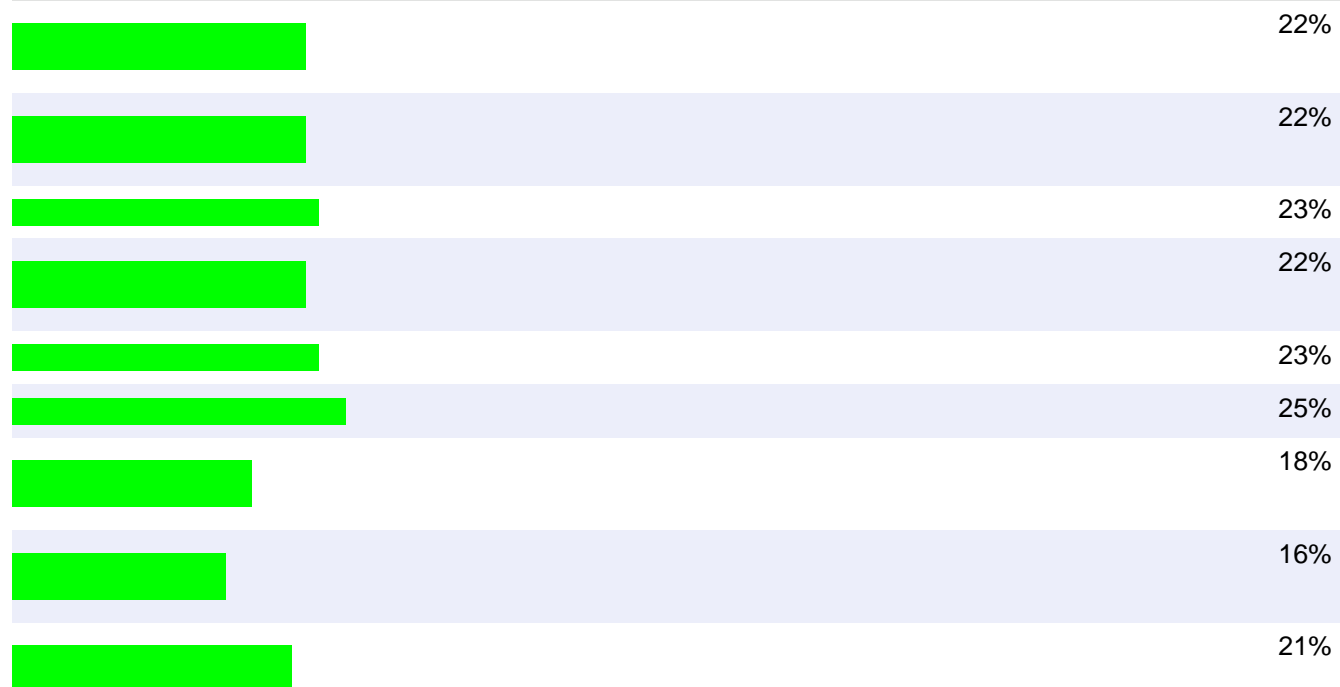
Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.



Comparative Facilities- HCAHPS

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Usually" communicated well.



Comparative Facilities- HCAHPS

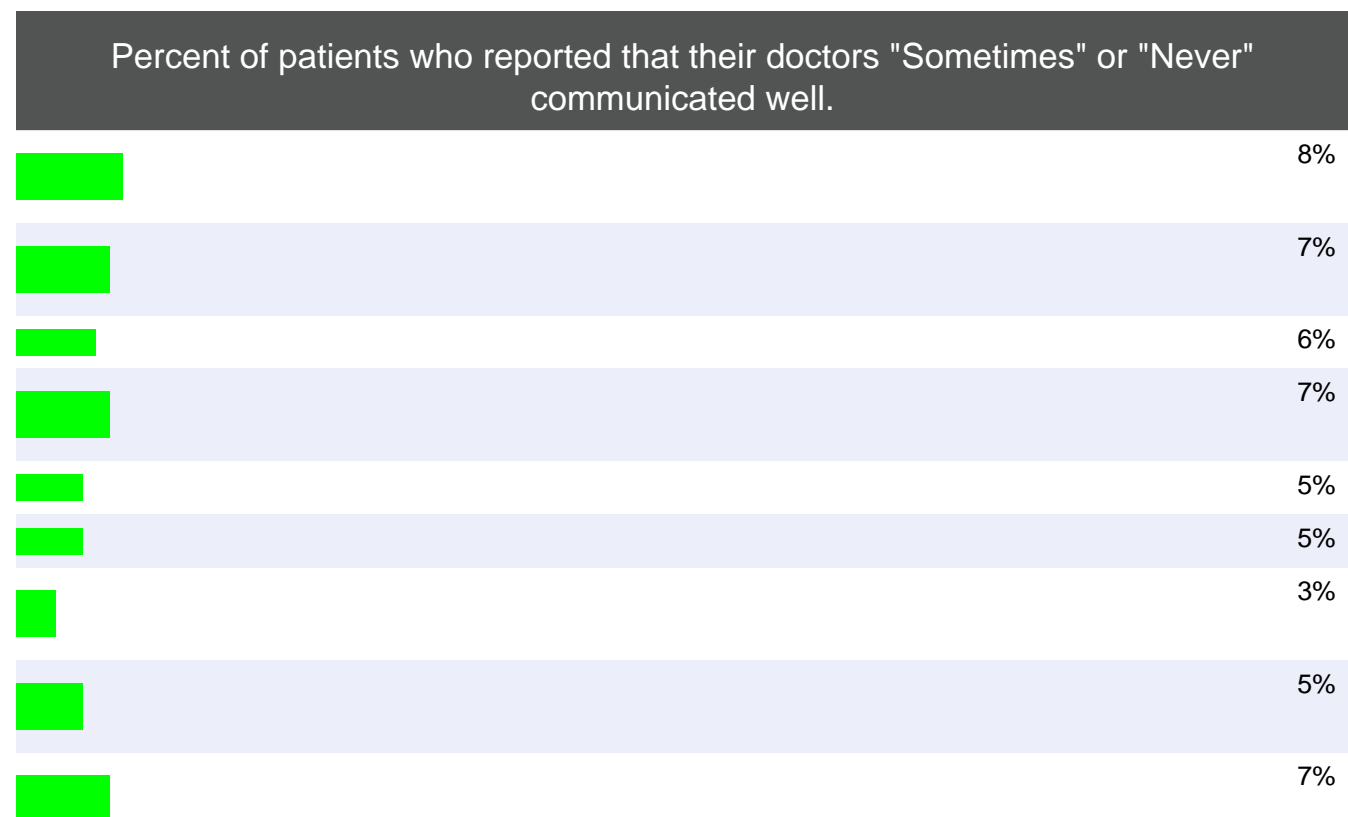
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.



Comparative Facilities- HCAHPS

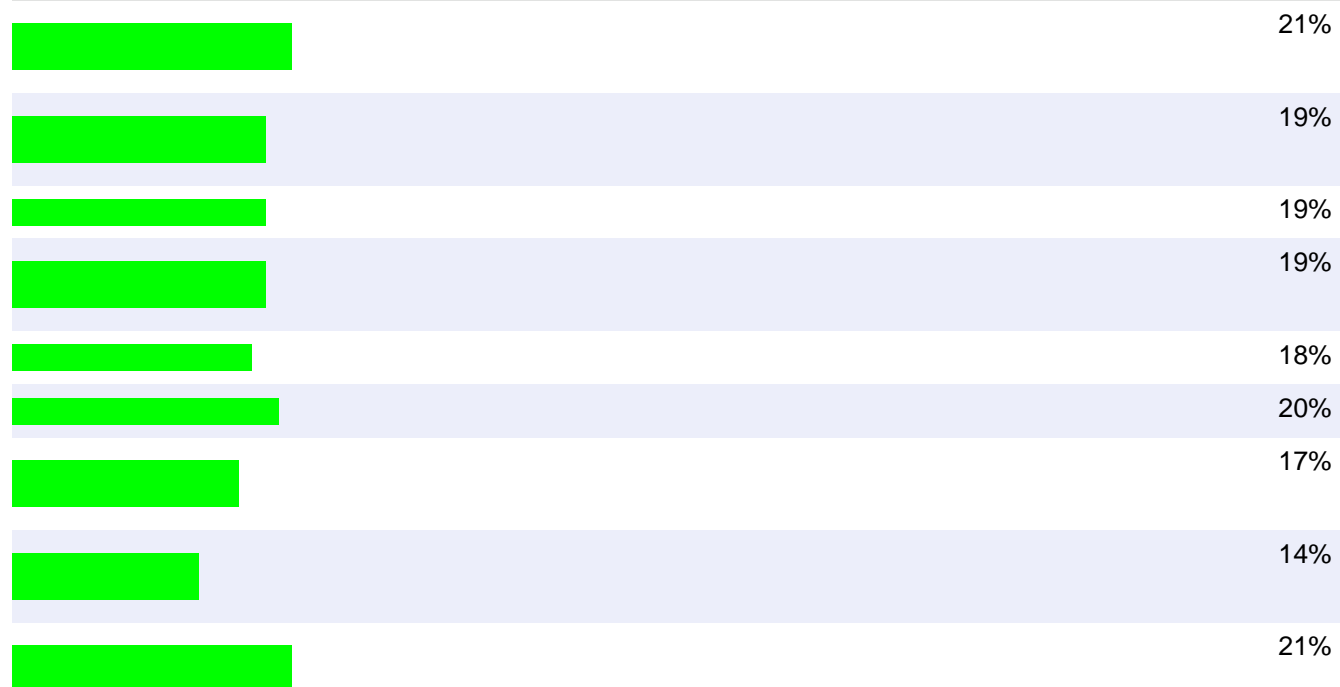
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.



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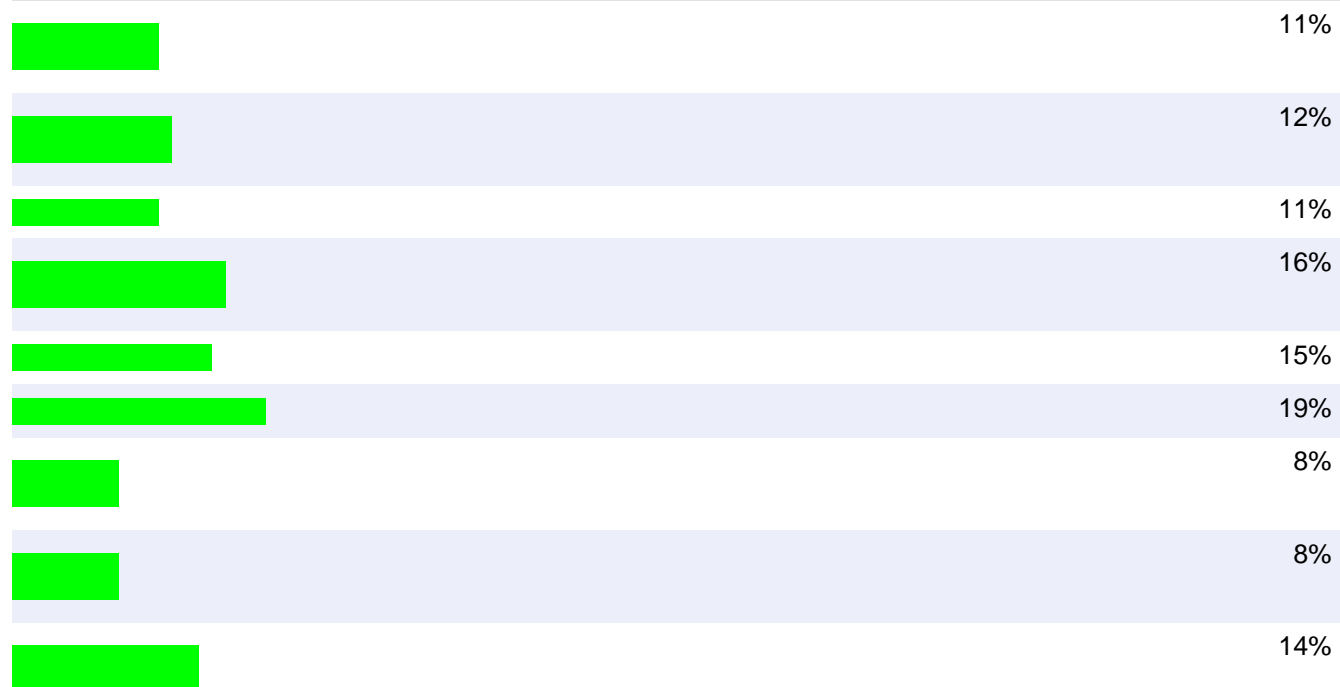
Percent of patients who reported that their doctors "Always" communicated well.



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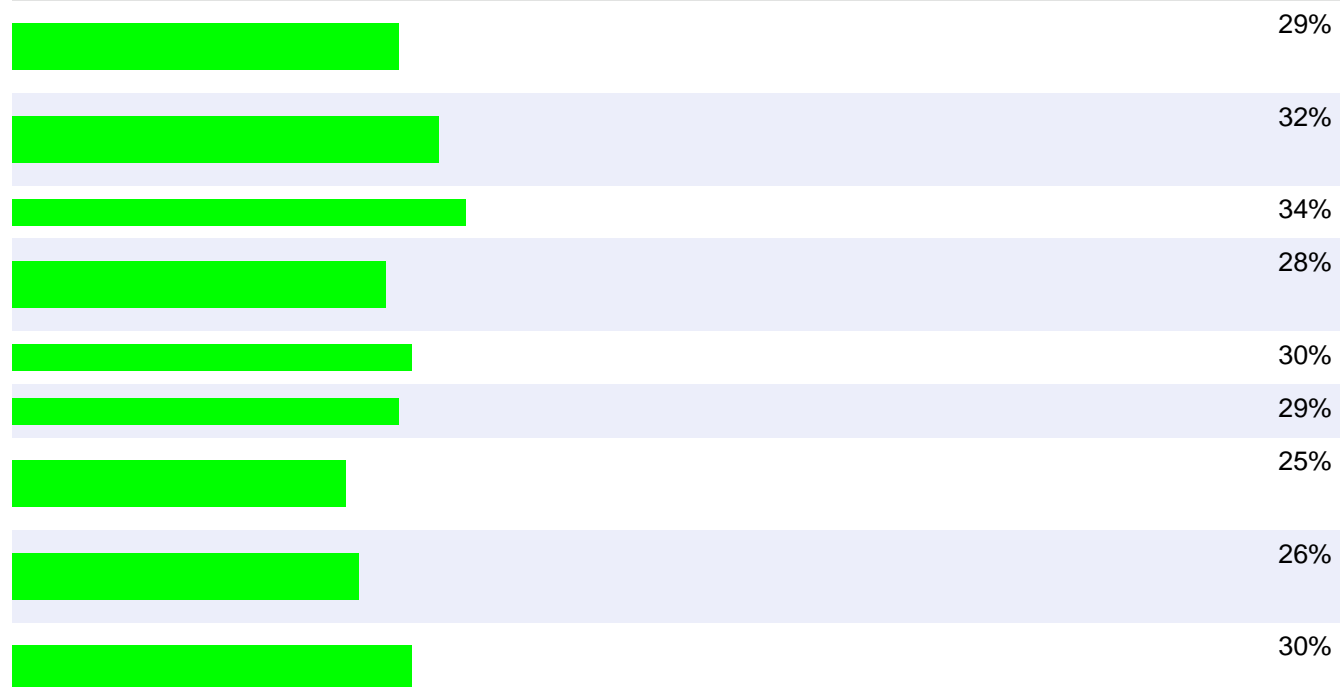
Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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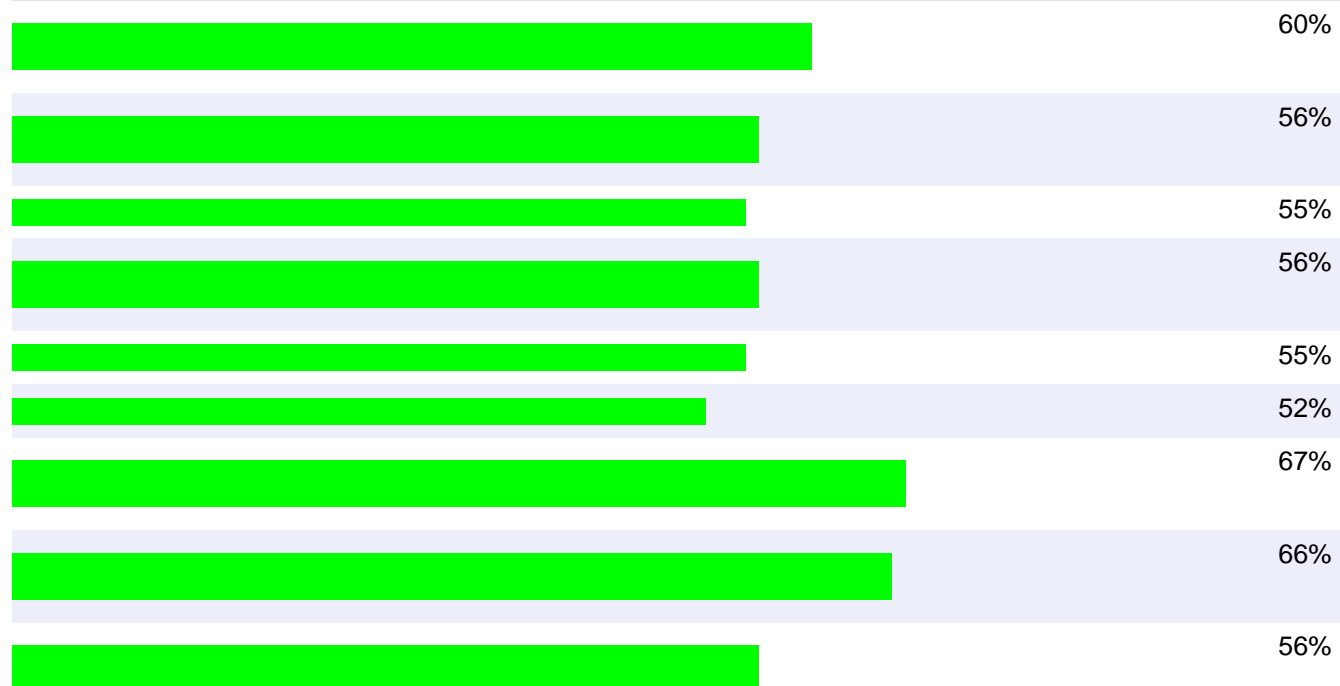
Percent of patients who reported that they "Usually" received help as soon as they wanted.



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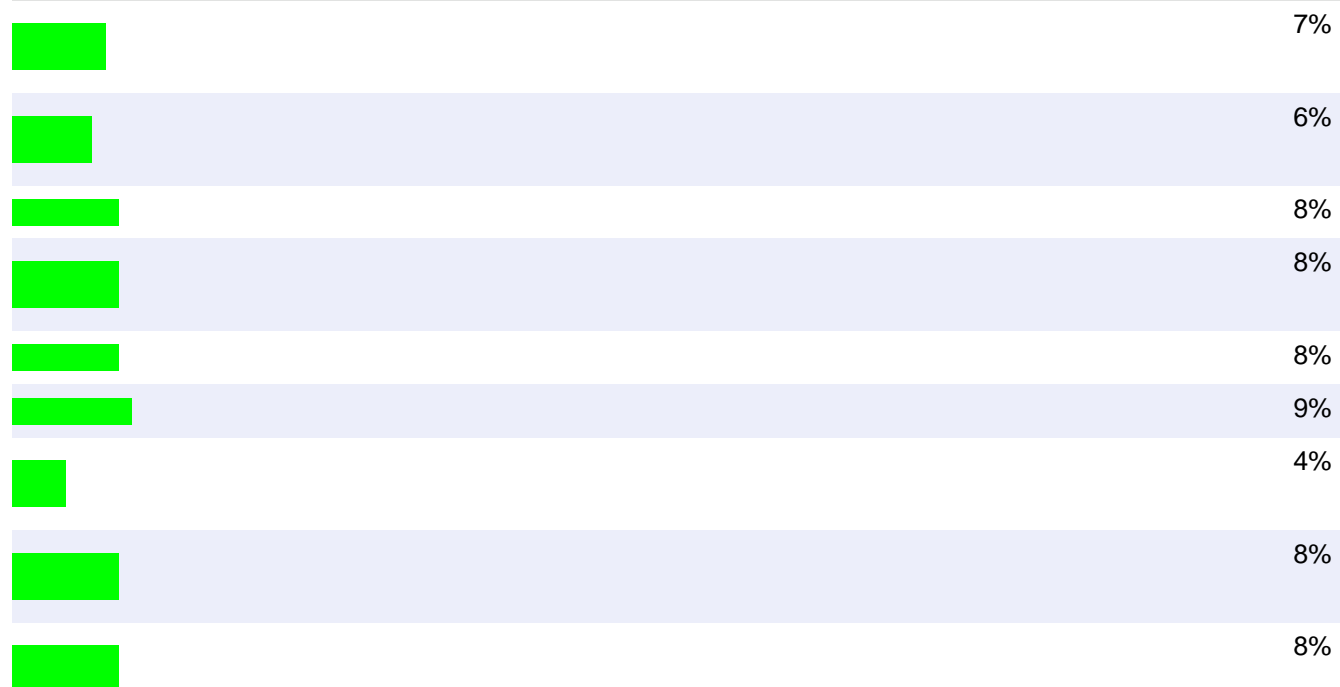
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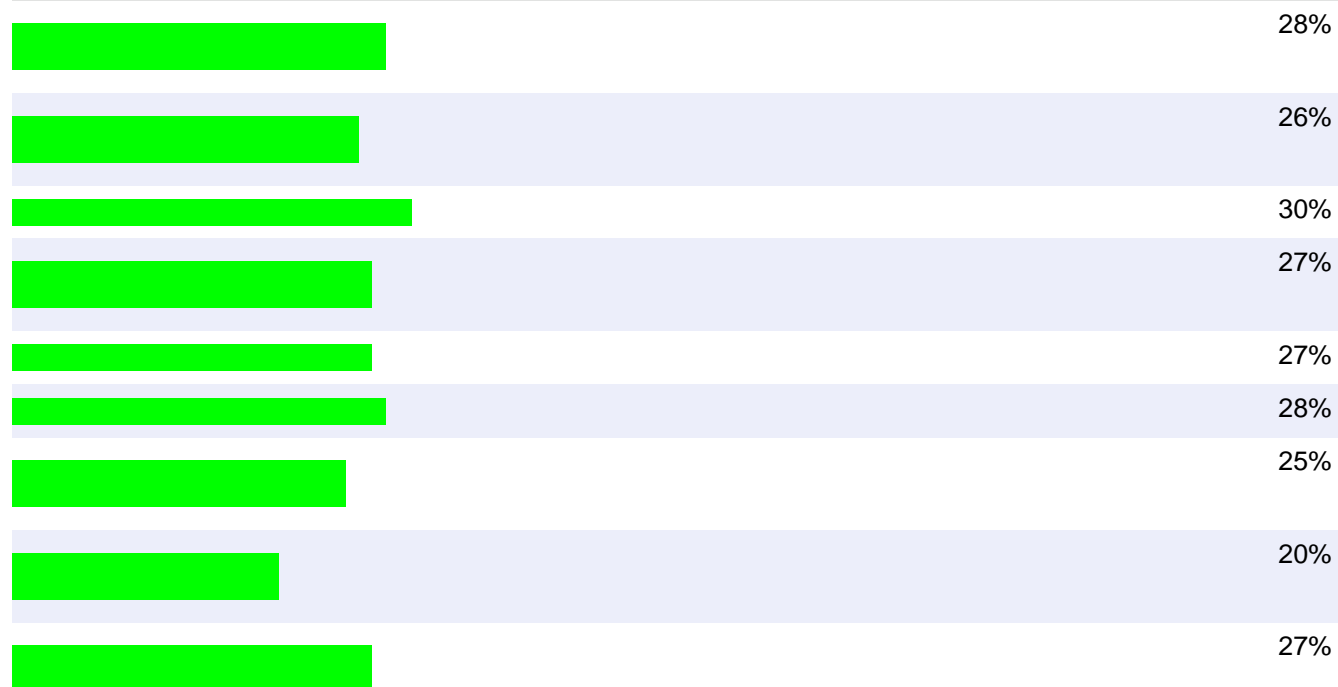
Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Usually" well controlled.



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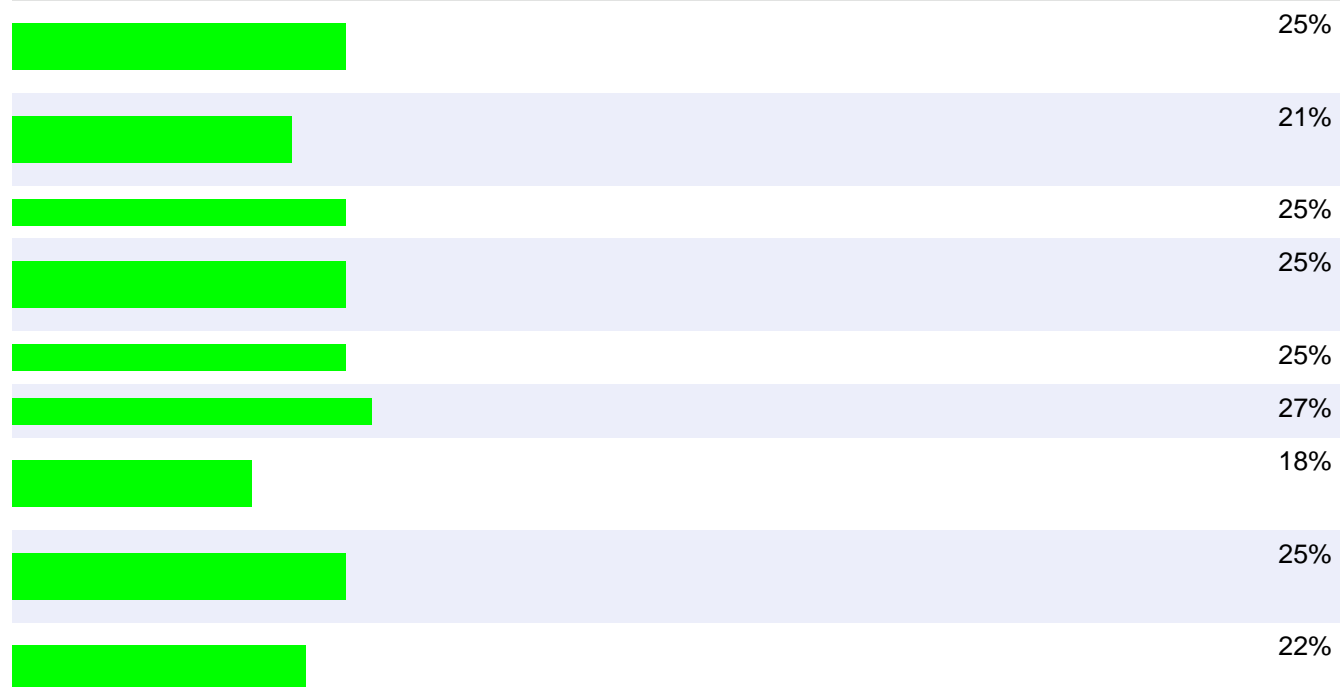
Percent of patients who reported that their pain was "Always" well controlled.



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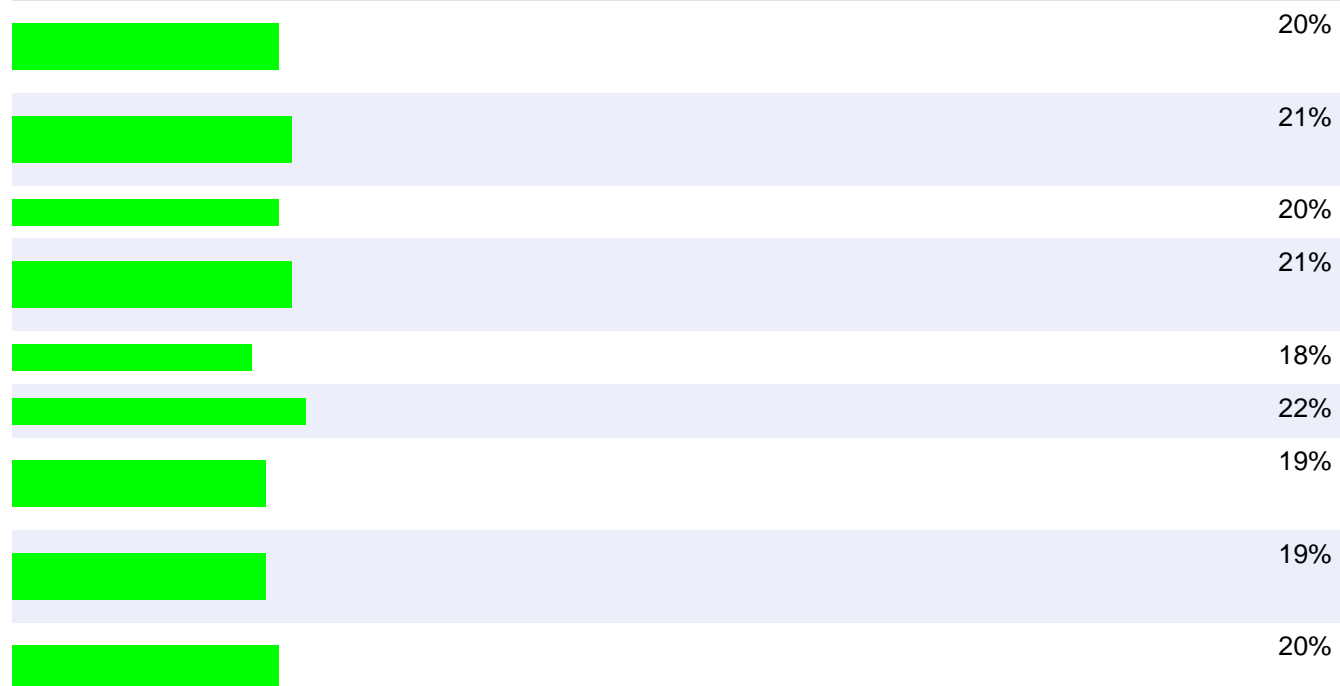
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



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Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



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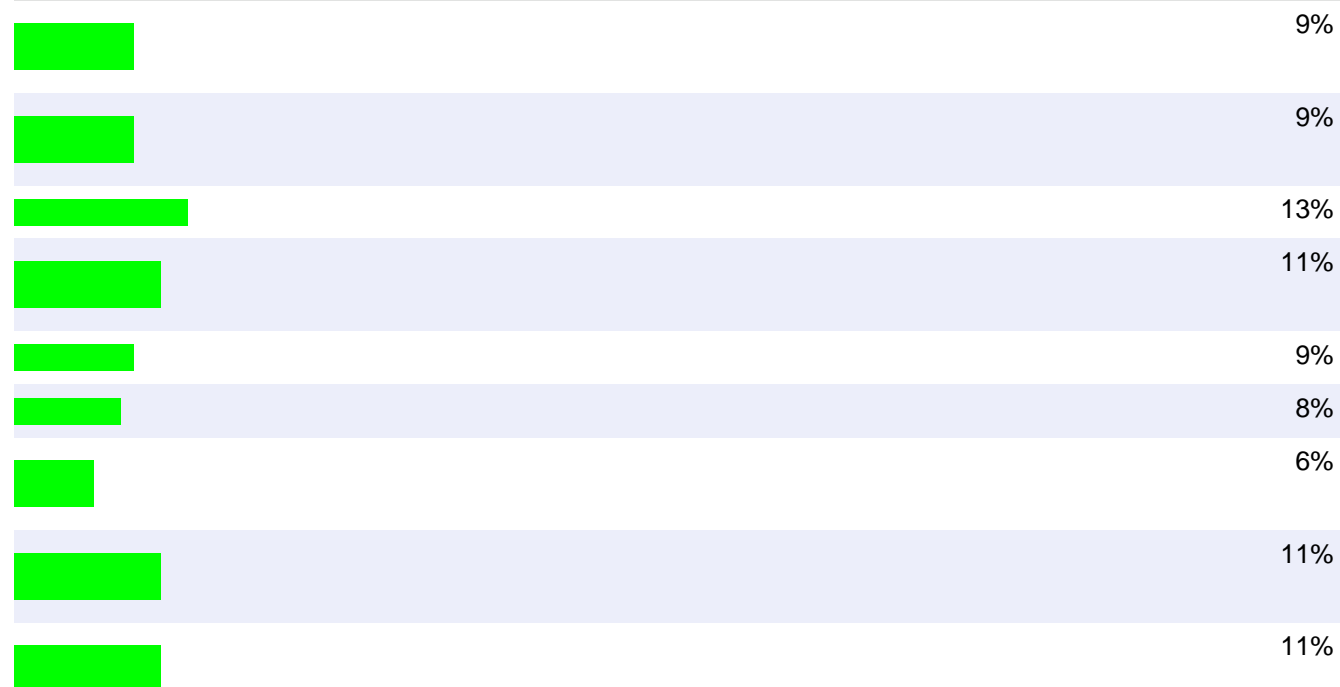
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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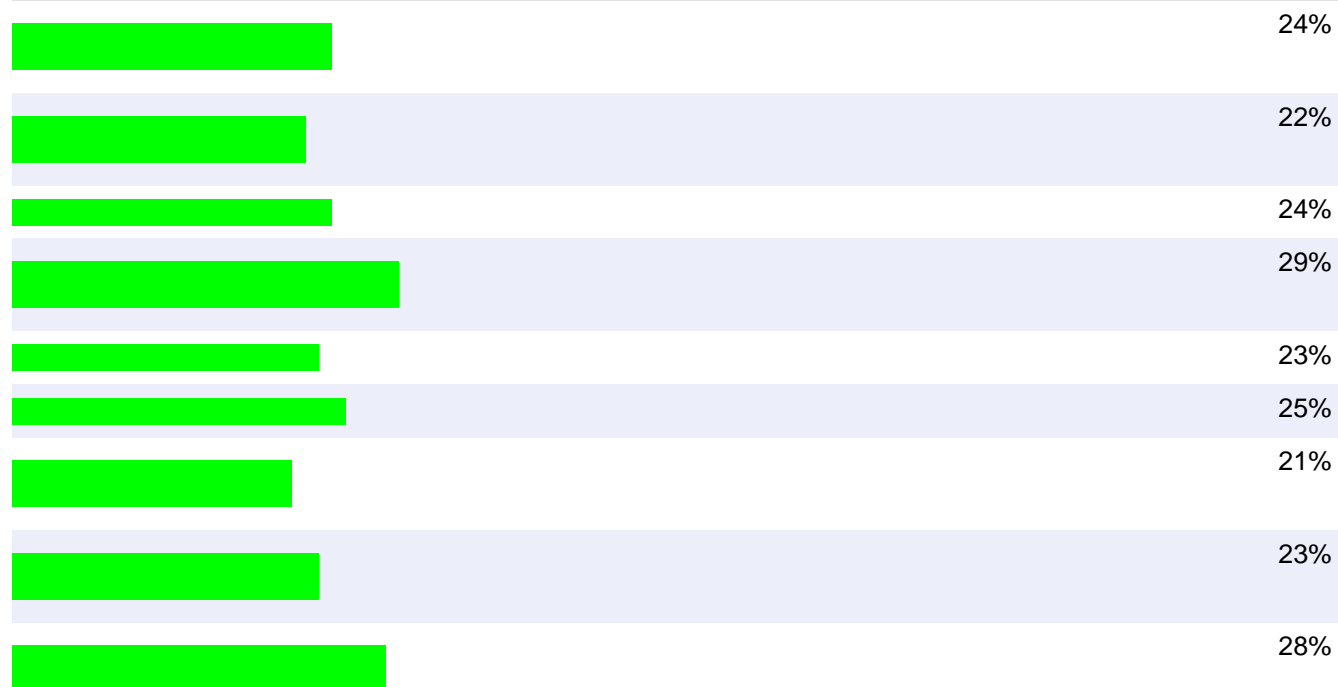
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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Percent of patients who reported that their room and bathroom were "Usually" clean.



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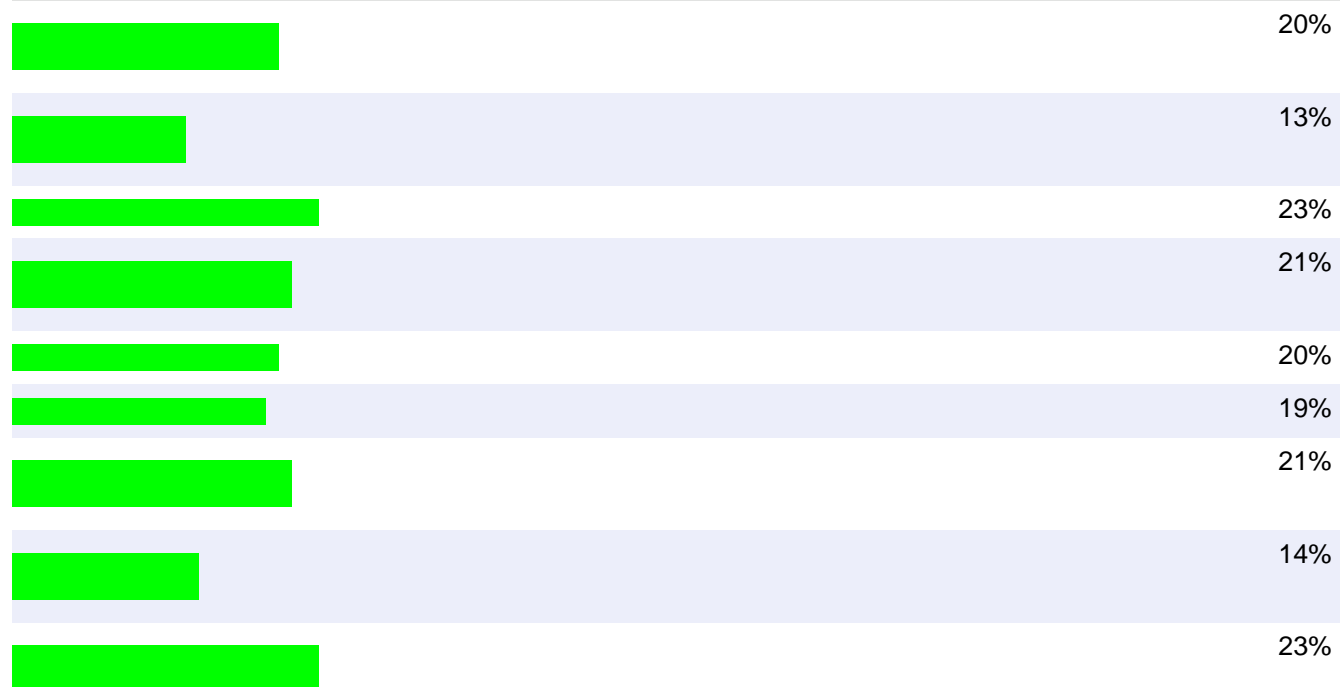
Percent of patients who reported that their room and bathroom were "Always" clean.



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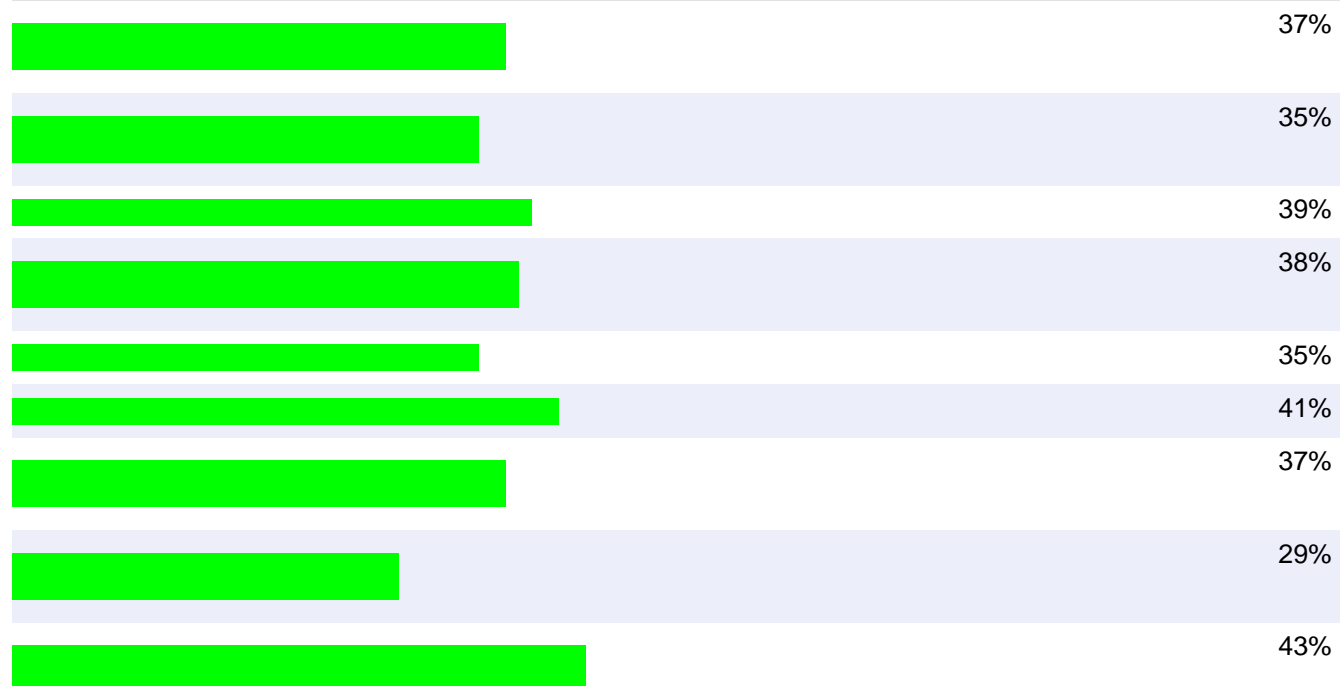
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



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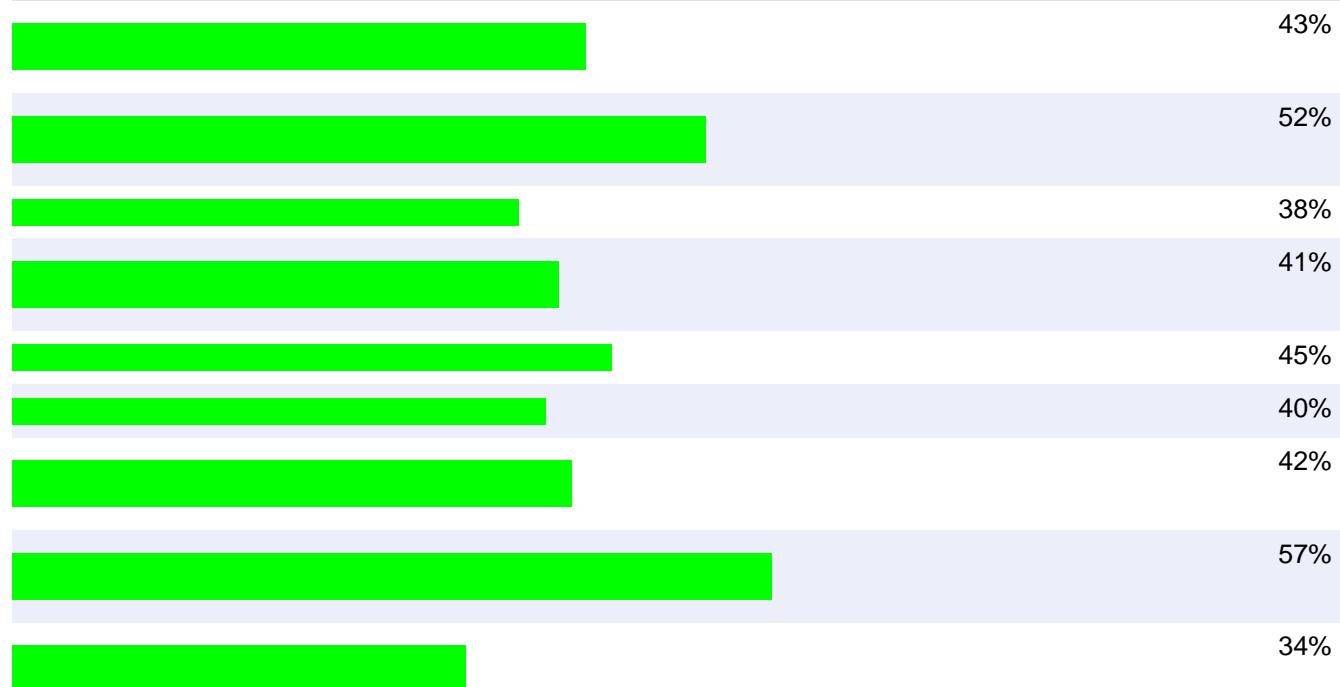
Percent of patients who reported that the area around their room was "Usually" quiet at night.



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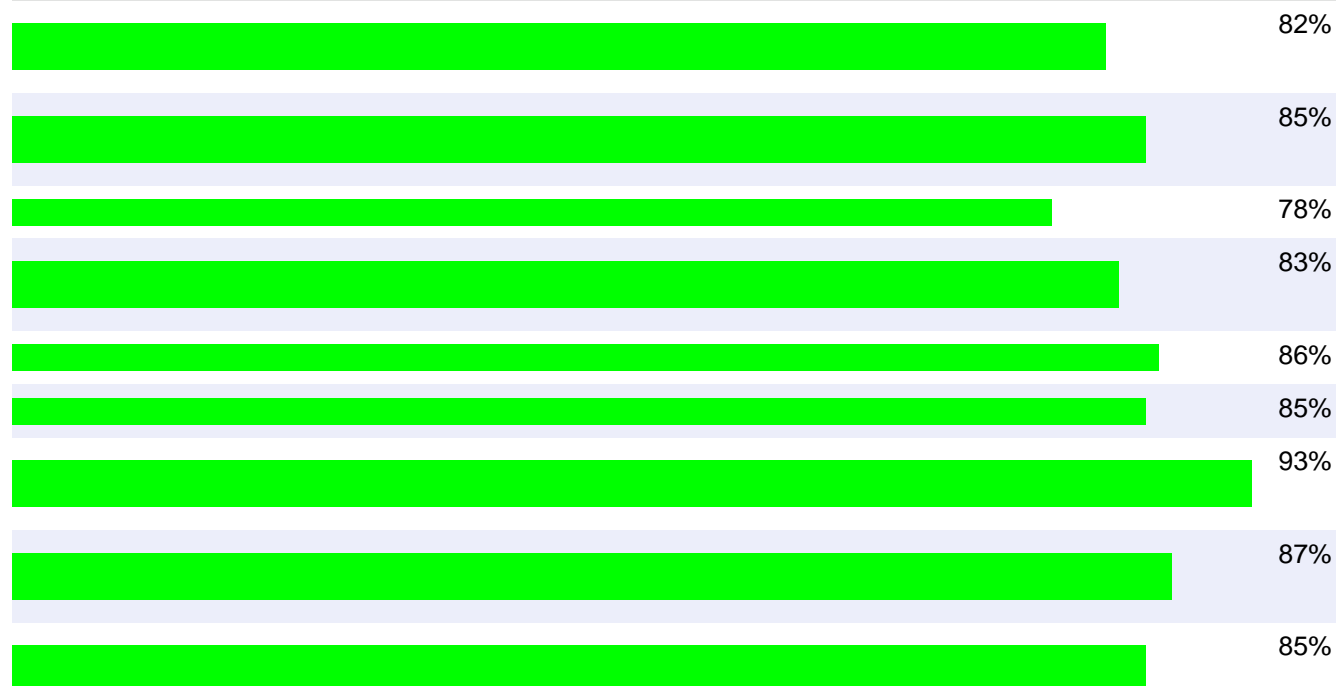
Percent of patients who reported that the area around their room was "Always" quiet at night.



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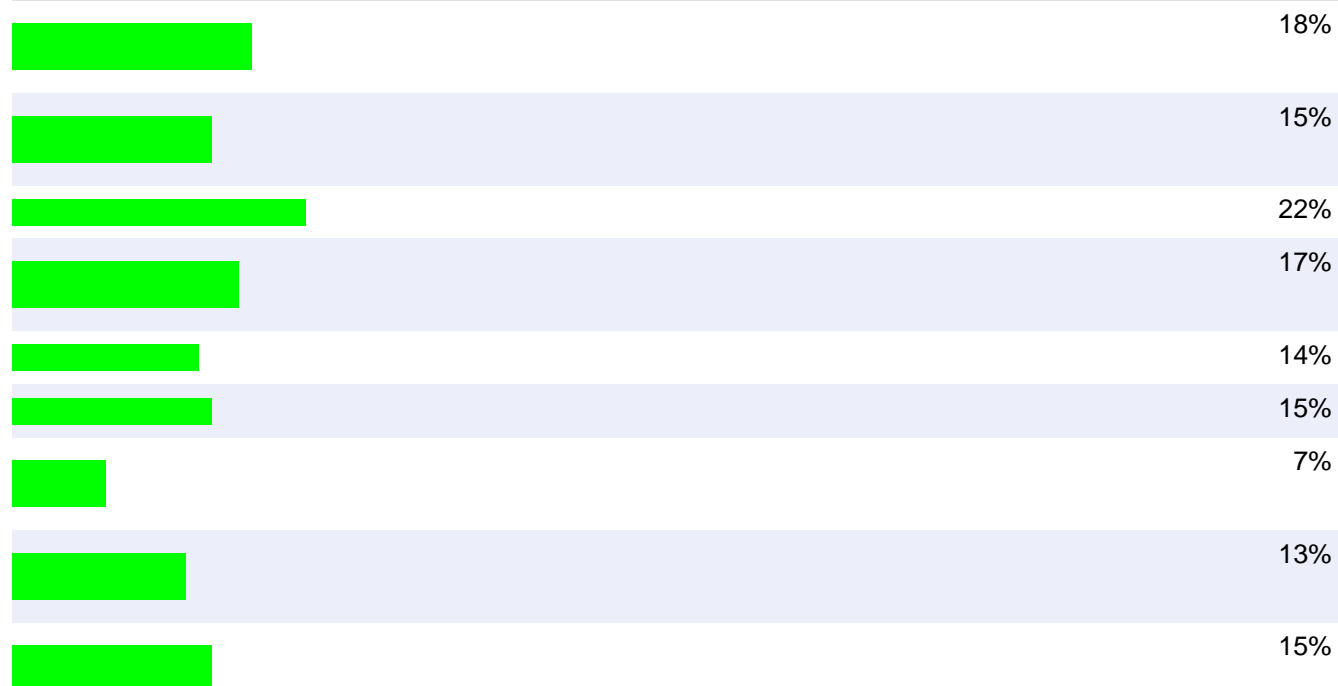
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



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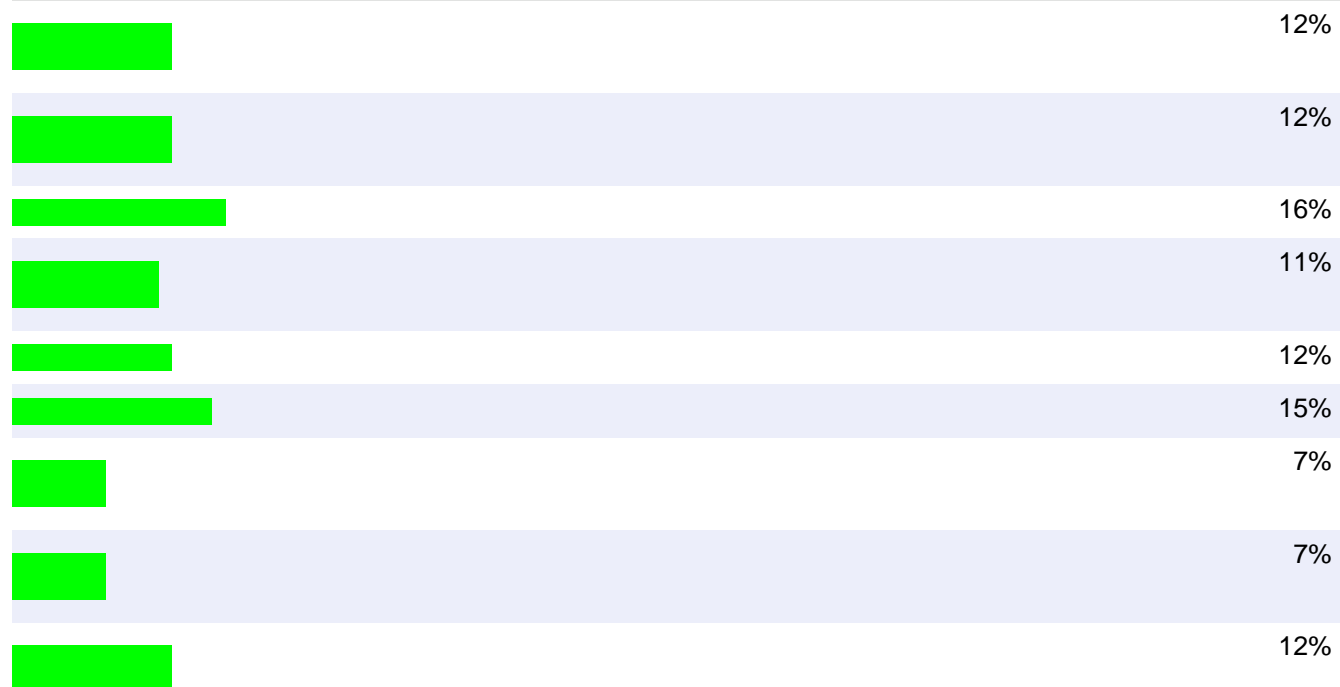
Percent of patients who reported that they were not given information about what to do during their recovery at home.



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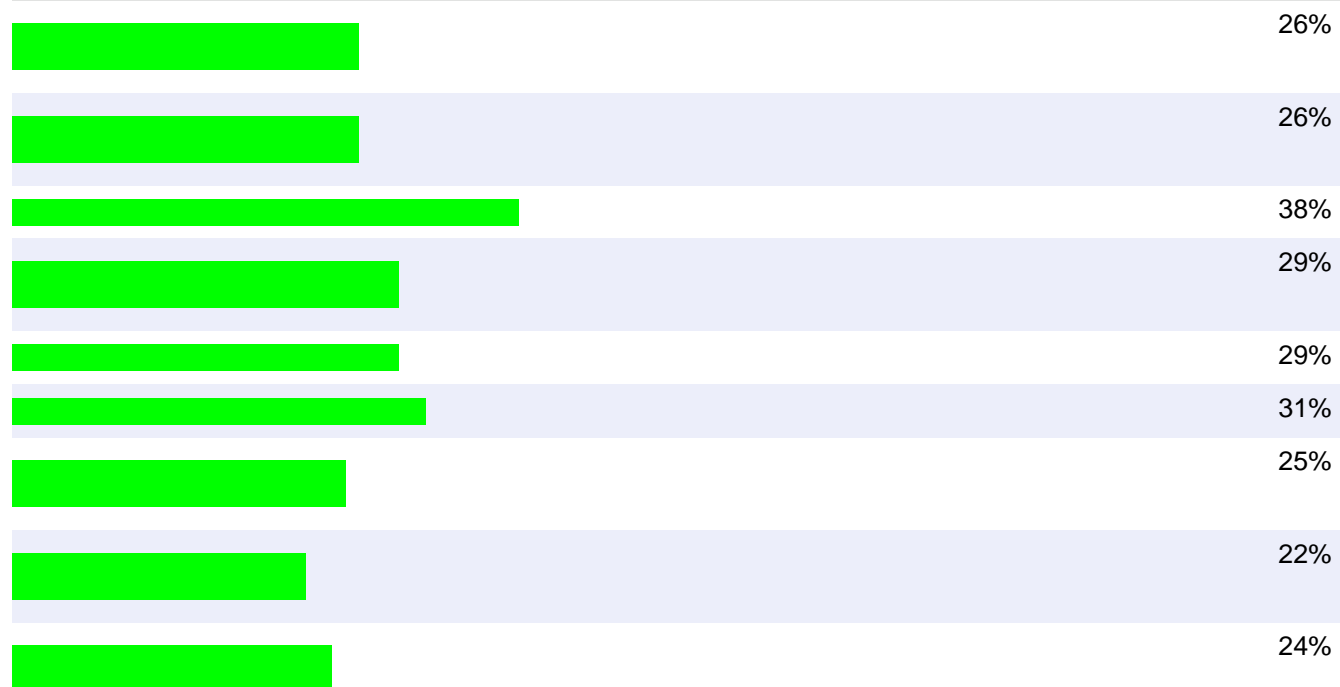
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



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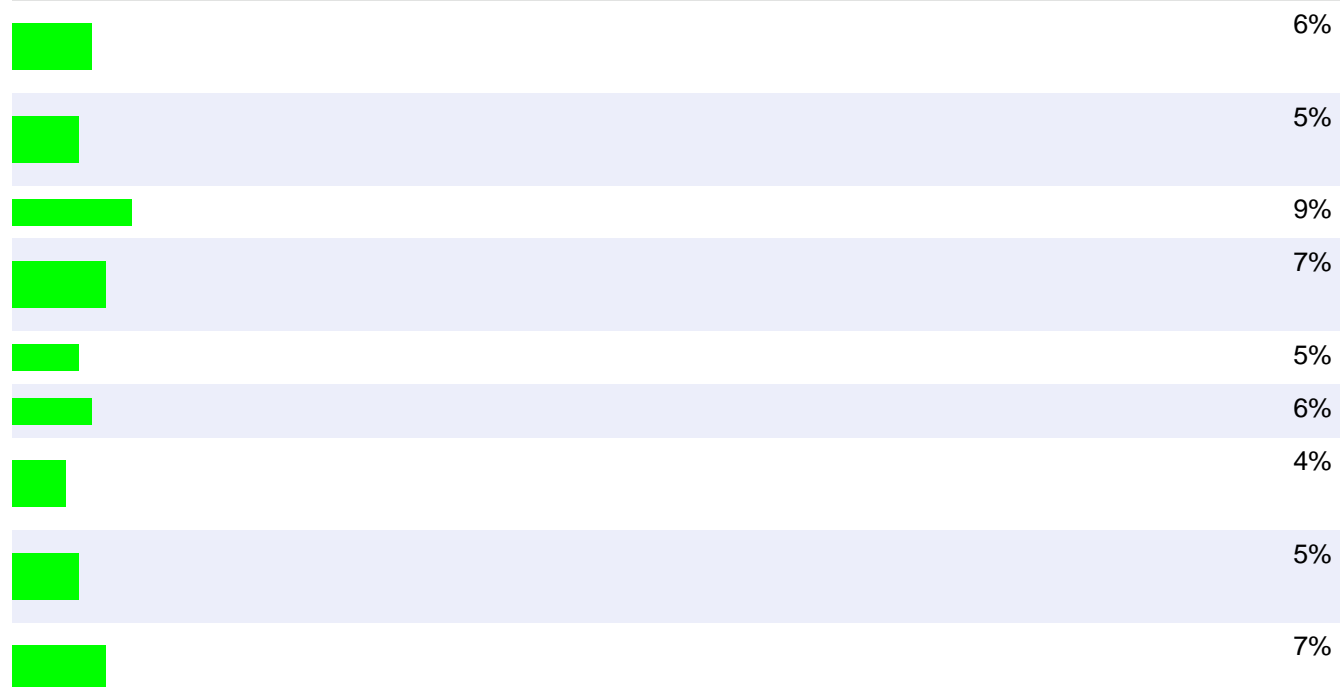
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



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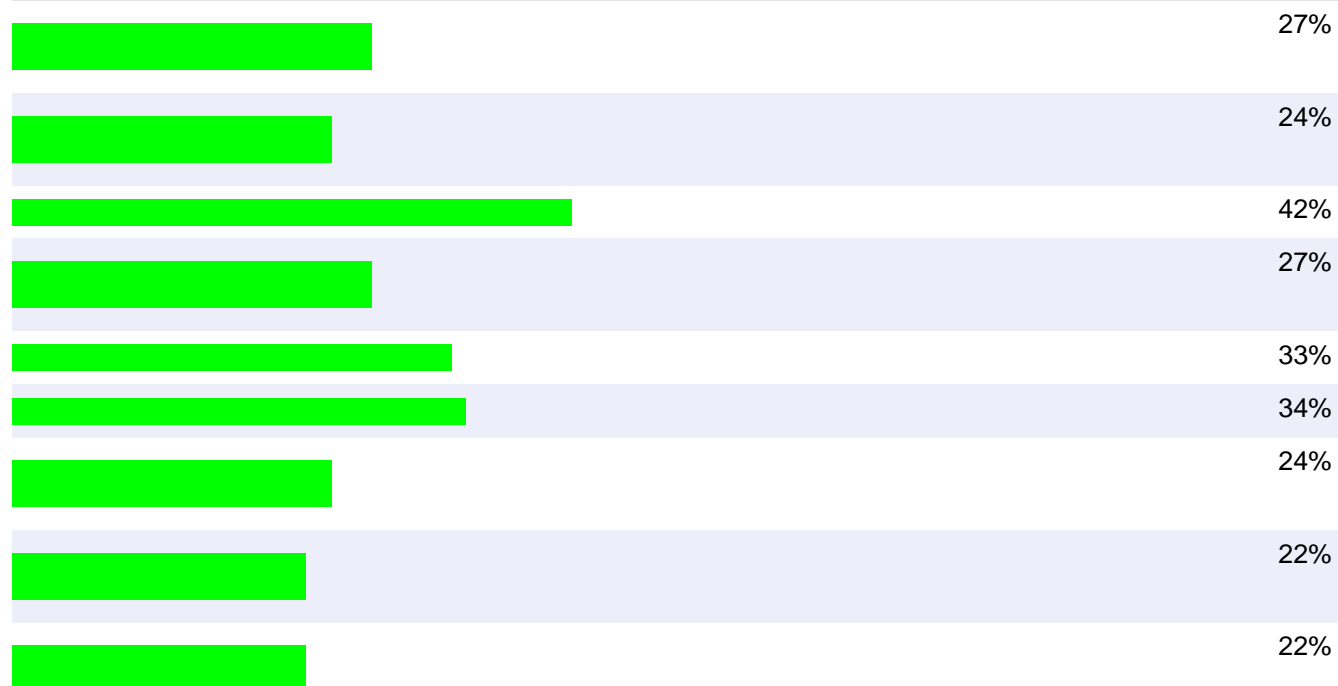
Percent of patients who reported NO,they would not recommend the hospital.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would probably recommend the hospital.



Comparative Facilities- HCAHPS

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.



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Number of Completed Surveys

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more










300 or more

300 or more

300 or more

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Survey Response Rate Percent	Hospital Footnote
	31%
	35%
	28%
	36% There were discrepancies in the data collection process
	33%
	30%
	39%
	37%
	43%